

September MedicAide

Idaho MMIS Transition News Interactive Voice Response System (IVR)

As many of you know, Idaho Medicaid is moving closer to transitioning our old MMIS to our new system at the end of 2009. Each month we are focusing on one of the exciting new features that will be available to providers in the new system.

This month, we want to tell you about the changes to the Interactive Voice Response System (IVR), which will be known as Medicaid Automated Customer Service or MACS for short. The new system will bring leading edge voice recognition technology while still providing access to all of the information currently available in the MAVIS system. In addition, there will be the added benefit of receiving the 'average hold time' to speak to a representative and detailed response for Healthy Connections referral status.

Medicaid Automated Customer Service will also offer caller progress tracking, which will track the caller's progress through the IVR system. You will no longer have to repeat information to a customer service representative (CSR) that you already provided through the automated IVR process. For example, if you are checking the claim status for a participant and wanted to speak to a CSR, once connected, that CSR will already have the claim information you entered displayed on the computer screen and be ready to assist you with the claim.

Watch next month's newsletter for new claims processing features that will be available to the Idaho Medicaid provider community.

Worried You Might Miss Something Important?

Not to worry, an extensive statewide outreach strategy is in development and will include face-to-face group and individual training as well as online training opportunities. Training materials will be available on the web at idahommis.idaho.gov and trained staff will be available via phone and email to answer all your questions.

For questions please email us at: idahommis@dhw.idaho.gov
MMIS = Idaho Medicaid Claims Processing System